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COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Case 2004-00441

C. Maxwell Brown Jr., M.D.  
(Your Full Name)  
COMPLAINANT

RECEIVED  
NOV 08 2004

VS.

PSC Consumer Services

Bell South  
(Name of Utility)  
DEFENDANT

RECEIVED  
NOV 08 2004

COMPLAINT

PUBLIC SERVICE  
COMMISSION

The complaint of C. Maxwell Brown Jr., M.D. respectfully shows:  
(Your Full Name)

(a) \_\_\_\_\_  
(Your Full Name)  
2900 Virginia Avenue  
Sandston, Ky 40004  
(Your Address)

(b) Bell South P.O. Box 33009, Charlotte, N.C. 28243-0001  
(Name of Utility)  
P.O. Box 1857, Alpharetta, Georgia 30023  
(Address of Utility)

(c) That: we (our office) was called by Bell  
(Describe here, attaching additional sheets if necessary,  
South offering a huge deduction in our  
the specific act, fully and clearly, or facts that are the reason  
phone bill in November (2003), thinking this  
and basis for the complaint.)  
was a good deal, my office manager OK'd  
it - However - I did not - since I had

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Formal Complaint

C.M. Brown, M.D. vs. Bell South

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My notes  
indicate -  
we called  
1-866-620-  
6000  
end of  
November,  
2003  
+ cancelled

planned to retire in 2004, so we called Bell  
South and cancelled this immediately. Since  
we didn't see a reduction in our phone bill -  
we thought it was cancelled. - until we received  
this bill of \$68.32. We have tried to resolve  
this by calling, but was rudely told we had to pay it.

(spoke with Bryan  
and Rhonda Davis)

Wherefore, complainant asks that this charge be dropped.  
(Specifically state the relief desired.)

We have been loyal customers of Bell South since  
October 1974 (30 yrs). We are surprised they  
would treat their long term customers in this  
Manner.

Dated at Bardstown, Kentucky, this 28<sup>th</sup> day  
(Your City)

of September, 2004.  
(Month)

C.M. Brown, M.D. ; by  
Rhonda Osborne,  
(Your Signature) Office Manager

(Name and address of attorney, if any)